



WHANGANUI DISTRICT COUNCIL

Te Kaunihera a Rohe o Whanganui

EVENT & VENUE CO-ORDINATOR Position Description

Post Number:	EMV 689
PD Created / Modified:	February 2023
Department / Group:	Venues & Events Department / Community & Customer Experience Group
Responsible to:	Manager Whanganui Venues & Events
Location:	Whanganui War Memorial Centre / Royal Whanganui Opera House / Cooks Gardens
Position Purpose:	<p>Primary focus of position:</p> <ul style="list-style-type: none">• To co-ordinate events across all Whanganui District Council venues - the Whanganui War Memorial Centre, Royal Whanganui Opera House, and Cooks Gardens• Is responsible for event service and delivery across all venues• To deliver a consistently high level of customer service at all times, in order to exceed customer satisfaction and develop positive customer relations• To take ownership of events and be involved in the day-to-day planning, preparation and operational delivery

Whanganui District Council Vision

Whanganui: Leading Edge:

- A deeply united community
- Connected
- Innovative and creative
- Safeguarding our place
- Works for everyone

Whanganui District Council Purpose

SUSTAINING *the safety and welfare of our community*

SUPPORTING *richness and opportunity through education, lifestyle and commerce*

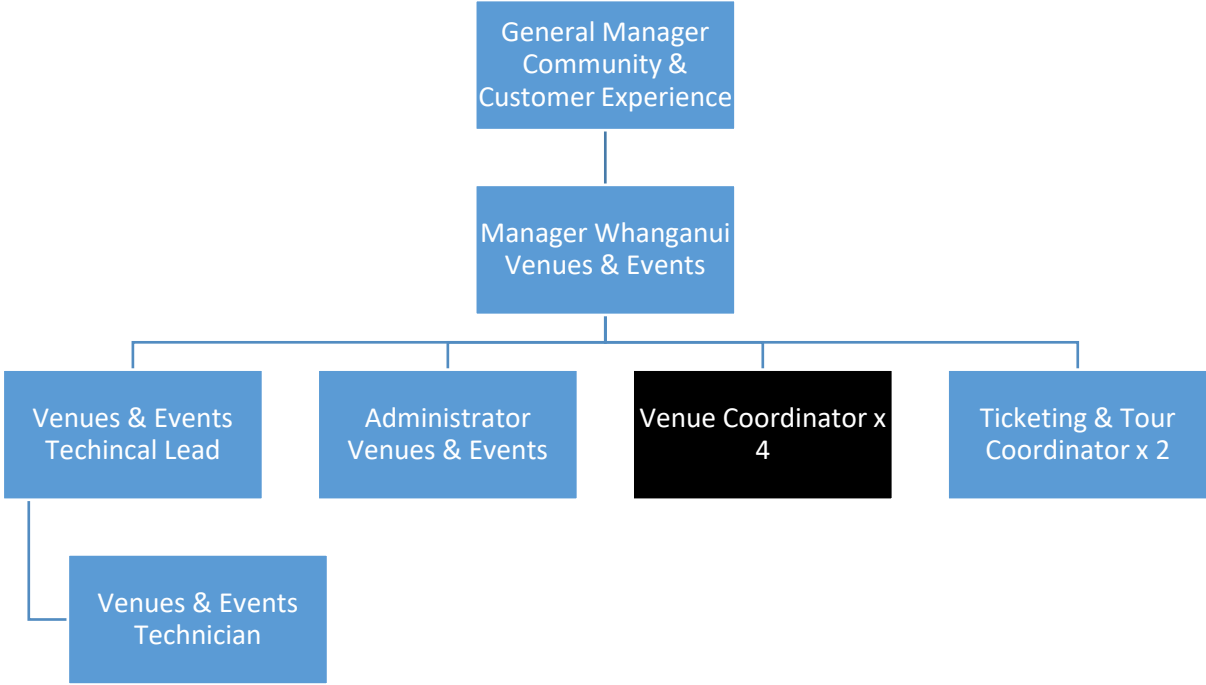
PRESERVING *our exceptional heritage and infrastructure*

PROTECTING *our environment and Awa*

Our Values

- Positive and encouraging
- Collaborative brilliance
- Make great happen

Department Structure



Functional Relationships

Key Internal and/or external relationships	Nature of the contact most typical: <i>(e.g. courtesy, understanding others, giving/receiving information, explaining things, liaising, advising, gaining cooperation, facilitating, influencing and persuading, resolving minor conflicts, mediating, negotiating, formal negotiation, supervising, leading.)</i>
External	
<ul style="list-style-type: none"> • Event Organisers • Event Promoters • Friends of Opera House • General Public • Other Venue Management • Technical Contractors • Suppliers • Maintenance and Service providers 	<ul style="list-style-type: none"> • Dealings with all contacts must be done with courtesy and understanding in giving and receiving of information. • Liaising with contractors and all promoters to gain co-operation. • Formal negotiation with promoters and some contractors. • Influencing and persuading promoters to use the venue and make the right choices re event prices and advertising.
Internal	
<ul style="list-style-type: none"> • General Manager Community & Customer Experience • Whanganui & Partners • Marketing & Communication • Venues & Events Lead Technician • Catering and Beverage providers • Other Council staff 	<ul style="list-style-type: none"> • Co-operation, courtesy, exchanging routine information. • Explaining things to people, clarifying and understanding needs. • Gaining co-operation, advising and resolving conflicts. • Facilitating, motivating and persuading. • Influencing, tact and diplomacy in sensitive situations. • Mediation and negotiation.

Responsible For:

Direct Management of Staff:	Nil
Indirect Management of Staff:	Casuals and Volunteers

Financial Responsibility:

Delegated Authority:	In accordance with delegated authority guidelines
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Key Task Summary:

The position of **Venue Co-ordinator** encompasses the following major functions or Key Result Areas:

1. Event Planning
2. Venue Co-ordination including operational delivery
3. Support to the Manager Whanganui Venues & Events
4. Marketing and Promotions
5. Customer Service
6. Long-Term & Annual Planning Process
7. Emergency Management
8. Risk Management
9. Health and Safety
10. Professional Development and Training
11. Other

Key Result Area:	Job holder is successful if:
1. Venue Co-ordination	
<ul style="list-style-type: none"> • Communicate with key staff to ensure efficient utilisation of venues and spaces. • Liaise and co-ordinate with clients during all facets of the planning and organising of events, to ensure that their requirements are understood and implemented correctly. • Manage service delivery by actively working within the room/venue of significant events to ensure that the client's requirements are met. • Liaise with all internal and external suppliers required to deliver the event to the specification of the client. • Responsible for all set-up and co-ordination across all venues including, overseeing and assisting with set-ups, pack-ins, and pack-outs of events and clearing of venues. • Oversee and assist with the execution of the event, providing an end-to-end experience for the client. • Collection and distribution of hirer's production ticketing, marketing and Front of House requirements and information. 	<ul style="list-style-type: none"> • Communication with key staff is performed to a high level. • Clients are provided with accurate information and given regular updates. • The clients and customers expectations are exceeded. • Results are delivered. • Decision-making and communication is effective. • The venues are setup, maintained, cleared and cleaned to a high standard for each event. • Clients feel supported throughout their entire event process.

2. Event Planning	
<ul style="list-style-type: none"> • Ensure that submitted event plans and relevant documentation are reviewed and provide support to clients in the completion of documentation to ensure that the process is simple and easy. • Work with the Manager Whanganui Venues & Events to continually improve Event Health & Safety Planning documentation and ensure compliance with current legislation. • Responsible for all operational and logistic planning for event delivery ensuring that all the client's requirements are met, and staff are fully briefed on their requirements. • Prepare event job sheets, capturing all directly attributable time and resources for each event. 	<ul style="list-style-type: none"> • Information on bookings, prices and documentation is easily available and easy to follow. • An Event Check List is easily available and user friendly. • Event Plans are developed and communicated. • Fortnightly rosters are accurately completed and presented to the Manager Whanganui Venues & Events for approval. • Event Job Sheets are accurately completed and provided to the Manager Whanganui Venues & Events within agreed time-frames post event.
3. Support Manager Whanganui Venues & Events	
<ul style="list-style-type: none"> • Assist the Manager Whanganui Venues & Events on the day-to-day management of all venues, and when necessary manage on-site staff in the Manager Whanganui Venues & Events absence. • Assist and support the Manager Whanganui Venues & Events in creating a team environment that fosters and develops effective working relationships. • Co-ordinate and monitor staff and volunteers during events to ensure that they are performing their tasks effectively. • Assist other Venue and Events staff in the answering of phones, ticketing, and other enquires. • Provide monthly KPI measure report. • The venues, its amenities and its surrounds are maintained in a clean, tidy and presentable state. 	<ul style="list-style-type: none"> • Venues and events are managed to a high standard with excellent customer feedback. • The business operates seamlessly in the Manager Whanganui Venues & Events absence. • The customer and client experience is of a high standard. • Staff and volunteers understand their roles and responsibility during events. • There is an increase in usage of the venues and professional relationships developed. • Manager Whanganui Venues & Events receives accurate KPI measures within agreed time frames following month-end. • Services are provided to a high level.
4. Marketing and Promotions	
<ul style="list-style-type: none"> • Ensure that the best possible exposure is provided to all venues and that the venues are in support of each other, rather than competing. • Provide input and ideas into the development and implementation of the Marketing Plan to increase bookings and income. • Attend sales fairs/promotional events as required. • Maintain sound professional relationships with all agencies working in the Entertainment industry. • Support the marketing strategy and promote Whanganui Venues as attractive venues, 	<ul style="list-style-type: none"> • A high level of promotion and marketing is undertaken for all venues and events. • Venues work together and have aligned goals. • Marketing reaches a wide audience. • Effective and professional working relations are maintained within the industry.

<p>encouraging a varied programme of high quality events.</p>	
<p>5. Customer Service</p>	
<ul style="list-style-type: none"> • Deliver an excellent customer service experience while monitoring daily operations • Demonstrate a “customer first” culture within the team, group and in the wider organisation. • Act as a Customer Advocate in the team, group and in the wider organisation. • See customer feedback as an opportunity to improve service. • Develop partnerships within the organisation to meet customer needs. • Contribute to the development of customer focused policies and procedure. 	<ul style="list-style-type: none"> • There is demonstrated application of being customer driven. • Availability for customers is ensured. • There is evidence of understanding of the needs of the customer. • Evidence of improving customer service. • Any appropriate Service Level Agreement requirements are met. • CRM and correspondence are responded to in required timeframe. (Where appropriate) • Customer queries/requests are followed through in manner that ensures closure.
<p>6. Long Term & Annual Planning Process</p>	
<ul style="list-style-type: none"> • Support and participate in the Long Term & Annual Planning Process for the Council when required. 	<ul style="list-style-type: none"> • The Project Manager receives effective support in achieving the Council’s statutory obligations in the development of the plans.
<p>7. Emergency Management</p>	
<ul style="list-style-type: none"> • Support and participation in Emergency Management for Council when required. 	<ul style="list-style-type: none"> • The Emergency Manager receives effective support in achieving the Council’s statutory and community obligations in emergency and risk management. • Effective and active participation, and, where appropriate, the release of staff for emergency response situations and planned training.
<p>8. Risk Management</p>	
<ul style="list-style-type: none"> • Compliance with Risk Management. 	<ul style="list-style-type: none"> • Best practice risk management procedures apply to all projects and activities. • Compliance with Council risk management policies and procedures. • Risks associated with functions managed/policies being developed are accurately identified, evaluated and reduced.

9. Health and Safety	
<ul style="list-style-type: none"> • Comply with all safe work procedures, policies and instructions. • Report all incidents, hazards/risks and injuries to supervisors in a timely manner. • Actively participate in the ongoing development of safe workplace practices in the Whanganui District Council. • Take personal responsibility for own safety without putting others at risk. 	<ul style="list-style-type: none"> • Comply with any reasonable instruction that is given to you by the PCBU or your Manager. • Timely, full and accurate completion of incidents on the H & S electronic reporting. • Participate in all Whanganui District Council Health & Safety Induction programmes and updates as and when required. • Demonstrate commitment to Health & Safety for yourself and your work colleagues.
10. Professional Development	
<ul style="list-style-type: none"> • Work with the Manager Whanganui Venues & Events to identify own Professional Development/Training Needs. 	<ul style="list-style-type: none"> • Own training needs are identified through appraisal and training needs analysis. • Agreed training programmed/development opportunities are taken up. • Knowledge of both management and professional areas remains up to date.
11. Other	
<ul style="list-style-type: none"> • Special projects are completed from time to time, meeting quality standards and deadline requirements. • Must be able to work evenings and weekends as part of weekly rostering requirements. 	<ul style="list-style-type: none"> • When required special projects are effectively managed.

Note: The above performance standards are provided as a guide only. The precise performance objectives and measures for this position will need further discussion between the jobholder and manager as part of the performance management process.

Work Complexity
<ul style="list-style-type: none"> • Being both internally and externally focused, this role is very strongly a “people, relationships and coordination” role, with the added challenge of successfully implementing functions, events and operational responsibility. • Developing and maintaining positive relationships with multiple clients or stakeholders, determining needs and developing appropriate responses. • Supervising staff – coaching and providing feedback on standards, allocating work. • Managing conflicting demands between stakeholders and communicating effectively. • Contributing and developing ideas to grow the Conference and Convention market at the venues. • Managing requirements for events including public health and safety, dealing with large and sometimes crowds who have been drinking. • Resolving disputes between groups and problem solving. • Understanding and driving risk management frameworks and processes.

Work Complexity
<ul style="list-style-type: none"> • Understanding and applying legislation that relates to local government including the Local Government Act, Health and Safety at Work Act. • Developing and maintaining positive relationships with customers and partners. • Due to the nature of the events industry, it is expected that Venue Coordinators may be required to work outside standard working hours as necessary.

Person Specification:

Qualifications	
Essential:	Desirable:
<ul style="list-style-type: none"> • Relevant qualification with at least 2 year's experience in a venues/events role with a successful track record. 	<ul style="list-style-type: none"> • Marketing or Facility Management qualification.
Knowledge/Experience	
Essential:	Desirable:
<ul style="list-style-type: none"> • Exceptional attention to detail and can work under pressure. • Excellent time management and organisational skills is proactive and can self-manage. • A professional attitude with strong communication skills both verbal and written. • Confident and outgoing personality with excellent customer service and relationship management skills. • Experience in working with multi-disciplinary teams/organisations. • Efficient marketing, communications, public relations and presentation skills. • Work outside normal working hours (evening and weekend work required). • Competent computing skills including MS Word, Outlook, Excel and PowerPoint. 	<ul style="list-style-type: none"> • Local Government Experience. • Knowledge and experience in developing policy and procedures. • Knowledge and experience in developing communications, together with an understanding of how different people both receive and deliver the message.

Key Skills/Attributes/Job-Specific Competencies

The following levels would typically be expected for the 100% fully effective level:

<p>Expert</p>	<ul style="list-style-type: none"> • Operational Management – Proven previous experience working in event operations • Working in a political environment – advantageous in understanding of the workings of local government, recognises boundaries between governance and management and acts accordingly. • Strategic and business planning – able to contribute to the development of strategic business plans. • Performance management – ability to manage organisational and individual performance requirements; not afraid of tackling the hard issues which may require attention.
<p>Advanced</p>	<ul style="list-style-type: none"> • Relationship building and management – skilled at building and maintaining effective communication and professional relationships with elected members, colleagues, partners and other stakeholders. • Report writing – able to produce timely, high quality reports in accordance with local government decision-making requirements. • Decision-making and problem solving – well developed problem-solving and decision-making skills to enable appropriate action to be undertaken. • Budget management – competent developing and managing significant activity budgets. • Risk management – advanced understanding of risk management principles and processes. • Project management – able to develop project plans and manage projects using robust project management methodology. • Communication – high standard of oral and written communication.
<p>Working Knowledge</p>	<p>Council Policy</p> <ul style="list-style-type: none"> • Understands and follows Council policies and procedures and how they affect the tasks and responsibilities in one’s job. <p>Computer Aptitude</p> <ul style="list-style-type: none"> • Understands PC operations such as operating systems, common spreadsheets and word processing software. Uses this knowledge to improve one’s ability to perform job duties. <p>Legislation</p> <ul style="list-style-type: none"> • Understands relevant laws and regulations and how they affect the tasks and responsibilities in one’s job (e.g. H&S, Local Govt Act etc.). <p>Health and Safety</p> <ul style="list-style-type: none"> • A champion for Health and Safety in the Workplace and a subject matter expert for hazard identification and incident management. <p>Treaty of Waitangi and Iwi Protocols</p> <ul style="list-style-type: none"> • Understands the principles of the Treaty of Waitangi and the local protocols for liaising with Iwi.

Personal Attributes	<ul style="list-style-type: none"> • Ethical approach and integrity. • Positive attitude and works well in a team environment. • Effective communicator. • Able to maintain high standards of professional relationships. • Culturally sensitive/sensitivity to Maori. • Strategic thinker, self-motivated and results oriented. • Achieves results. • Excellent time management and able to set priorities. • Comfortable around higher management. • Flexible to work on a roster system • Physically fit - the role has a practical and physical nature to set up for various events and activities
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Variation

From time to time it may be necessary to consider changes in the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.

Acceptance of Position Description:

I have read the attached Position Description and agree that it represents the duties I will perform for the above position.

Employee: _____ Dated: _____

Manager: _____ Dated: _____